



# USER MANUAL



## XFINITY™ HOME

SECURITY • CONTROL • ENERGY

# WELCOME TO XFINITY™ HOME

Whether you're home or away — at work or on-the-go — XFINITY™ Home makes it easy for you to stay connected to your home and family. This guide will help you get started right away.



## CONTENTS

<b>SYSTEM &amp; SERVICE SPECIFICATIONS</b>	<b>1</b>		
<b>SYSTEM STATUS ICONS</b>	<b>2</b>		
System & Zone Trouble Header	2		
<b>TOUCH SCREEN CONTROLLER</b>	<b>3</b>		
Introduction	3		
Home Screen	4		
Touch Screen Controller			
Quick Control Buttons	4		
System & Zone Trouble Header	4		
Arm	5		
Disarm	5		
Emergency	5		
Settings	6		
Home Management	6		
Information, Media & Entertainment	7		
<b>KEYCHAIN REMOTE</b>	<b>10</b>		
Introduction	10		
Checking System Status	11		
Arming the System	11		
Disarming the System	12		
Sending an Emergency Police Alarm	12		
<b>WEB ACCESS</b>	<b>13</b>		
Introduction	13		
Signing In	14		
Website Summary Tab	14		
		Security	15
		Managing Keypad Codes	15
		Managing Security Zones	16
		Setting Up Your Emergency Contacts	16
		Cameras	16
		Viewing & Capturing Live Video & Snapshots	17
		Viewing Captured Images	17
		Managing Thermostats	18
		Managing Lights	18
		Viewing History Reports	19
		Managing Contacts	19
		Managing Rules	20
		Managing Touch Screen Controller Apps	22
		<b>MOBILE ACCESS</b>	<b>24</b>
		Introduction	24
		Home Screen	25
		Security	25
		Cameras	26
		Lights	27
		Thermostats	27
		History	28
		<b>BROWSER REQUIREMENTS</b>	<b>29</b>
		Supported Operating Systems & Browsers	29
		Notes	30

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## System & Service Specifications

The table below details the features that are included with your XFINITY™ Home package. Remember, to order any of the add-on features or to upgrade your service, simply call 1-800-XFINITY.

Core Services	Basic	Preferred	Premier
<b>24/7 Monitoring</b>	YES	YES	YES
<b>Wireless Backup (Central Station Monitoring)</b>	YES	YES	YES
<b>Web Portal Access</b>	Glanceable Status & Arm/Disarm	Complete Access	Complete Access
<b>Fire Monitoring*</b>	NO	YES	YES
<b>Email and Text Alerts</b>	NO	YES	YES
<b>Full Touch Screen Controller Access</b>	NO	YES	YES
<b>Home Automation (Lights and Thermostat)*</b>	NO	YES	YES

Equipment	Basic	Preferred	Premier
<b>Wireless Keypad</b>	YES	YES	YES
<b>Motion Detector</b>	YES	YES	YES
<b>Door/Window Sensors</b>	YES (2)	YES (3)	YES (3)
<b>Touch Screen Controller</b>	YES	YES	YES
<b>Keychain Remote</b>	NO	NO	NO
<b>Indoor/Outdoor Cameras</b>	NO	AVAILABLE*	YES (2)
<b>Lighting/Appliance Controllers</b>	NO	AVAILABLE*	YES (2)
<b>Thermostat</b>	NO	AVAILABLE*	YES (1)

Add-On Features	Basic	Preferred	Premier
<b>Video Monitoring*</b>	NOT AVAILABLE	AVAILABLE*	YES
<b>Warranty</b>	AVAILABLE	AVAILABLE	YES

\*Requires equipment purchase.

## System Status Icons

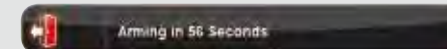
The various user interfaces include the following icons that provide an at-a-glance overview of the status of your system. The Security Status of your security system is displayed in the large Security Status header.



This is the Security Status header when the status is "Armed."



This is the Security Status header when the status is "Disarmed."



When you arm the system, an exit delay period begins. The Security Status header indicates the number of seconds before the system is armed.



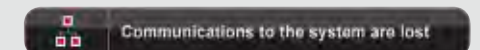
You must exit the premises and secure the entry/exit door before the exit delay period ends. When someone enters an armed premises, an entry delay period starts (generally around 30 seconds long).

## System & Zone Trouble Header

The System & Zone Trouble header displays in the upper right of the Subscriber Portal and Touch Screen Controller. It only displays when there is a connectivity or power problem with the Touch Screen Controller (cellular, broadband, etc.). It also displays when a sensor is inoperable (such as due to a battery failure) or is being tampered with.



No Cell Signal



No Connectivity



No Wi-Fi Signal



Power Failure



Critical Sensor Failure



Multiple Troubles

When a System & Zone Trouble header is displayed, click it to display more information.





## 01 // TOUCH SCREEN CONTROLLER

The interactive Touch Screen Controller acts as the control center that enables you to operate your security system and interact with your home at the touch of a button. Use it to arm and disarm your system, view live video from cameras placed in your home, change light settings and view real-time Web content, all from the full-color display. The following section provides an overview of your Touch Screen Controller and offers quick tips on how to use the various features.



### Home Screen

The Home Screen is the main display that provides quick access to all Touch Screen Controller features. In addition to the descriptive icons that make it easy to navigate, this screen provides a visible and audible alert if a sensor is triggered when the system is armed or if an environmental sensor, such as a smoke detector, is activated.

Press the buttons on the Touch Screen Controller at any time to return to the Home Screen.



### Quick Control for 3-Button Touch Screen Controller

The Touch Screen Controller Quick Control buttons, along the bottom of the Touch Screen Controller, enable you to quickly arm your system , go to the Home Screen or send an emergency police, fire or medical alert to the monitoring station .



### Quick Control for 4-Button Touch Screen Controller

For 4-Button Touch Screen Controllers, the Quick Control buttons enable you to quickly go to the Home Screen , access the alphanumeric keypad , go back to the previous screen or send an emergency police, fire or medical alert to the monitoring station .



### System & Zone Trouble Header

The System & Zone Trouble header displays in the upper right of the Touch Screen Controller when there is a connectivity (cellular, broadband, etc.) or power problem, when a sensor is inoperable (such as due to a battery failure) or a sensor is being tampered with (such as the cover being opened).

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## Touch Screen Controller



### Arm

1. Touch the **[Disarmed — Press to Arm]** button on the Home Screen.
2. Select **[Arm Stay]** to arm the sensors on your doors and windows with only a 30-second entry delay or **[Arm Night]** with no entry delay. Select **[Arm Away]** to arm all sensors including motion detectors.
3. Enter your 4-digit access code to arm the system.



### Disarm

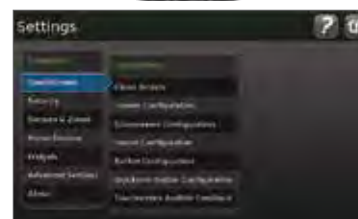
1. Touch the **[Armed Stay — Press to Disarm]** button on the Home Screen.
2. Enter your 4-digit access code to disarm the system.



### Emergency

Sends an immediate alarm to the central monitoring station indicating an emergency of a specific type — medical, fire or police.

1. Touch **[Emergency]** at the bottom of the Touch Screen Controller to display the individual emergency buttons.
2. Press the applicable button to alert the proper authorities.
3. Note: Enter your 4-digit access code to cancel the alarm.



### Settings

Displays a list of settings options to customize your Touch Screen Controller. Categories include:

- **[Touch Screen Controller]** Configurations for screen, screensaver, sound, buttons, etc.
- **[Security]** Manage keypad codes, default arming widget configuration, alarm test.
- **[Sensors & Zones]** Change zone order, etc.
- **[Home Devices]** Add, edit and delete devices that control lighting, cameras, thermostats, keychain remote and more.
- **[Apps]** Add, remove and reorder widgets.
- **[Advanced Settings]** Account information, security secret word, connectivity and Touch Screen Controller reboot features.



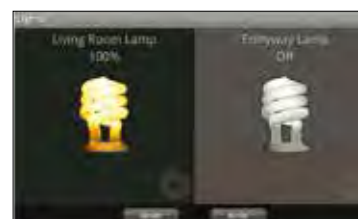
### Home Management

View live video from in-home cameras, adjust lighting and thermostat settings and darken the Touch Screen Controller display.

#### Cameras

View live video from cameras installed on your system.

1. Touch the **[Cameras]** App.
2. Touch the camera image to view live video from that camera. If only one camera is connected to the system, live video will automatically appear.

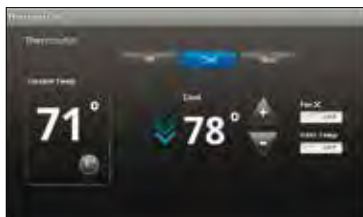


#### Lights

Adjust settings for lights throughout your home.

1. Touch the **[Lights]** App to display a list of lighting modules installed in your home.
2. Touch the light bulb to turn the light On or Off.
3. For lamps equipped with a dimmer function, touch the Setting button and then touch the scale to adjust the brightness level. Once set, this will be your default brightness level for this light.

## Touch Screen Controller



### Thermostat

Adjust settings for thermostats installed throughout your home.

1. Touch the **[Thermostat]** App.
2. Change mode to Cool, Heat or Off.
3. When in Cool or Heat mode, use the **[+]** or **[-]** toggles to change the setpoint.
4. Touch **[Fan]** to turn the fan either On or Off.
5. Touch **[Hold]** to maintain the mode and ignore any other programming configured on the thermostat.



### News/Sports

Displays news and sports headlines and brief stories.

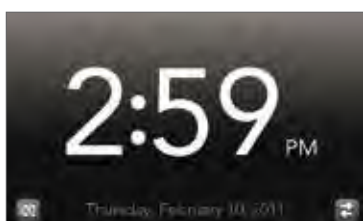
1. Touch the **[News]** or **[Sports]** App.
2. Choose from different categories using the bar at the top of the screen.
3. Touch a headline at the bottom of the screen to display the brief story.



### Weather

Displays the current weather conditions and a 4-day forecast.

1. Touch the **[Weather]** App. The current conditions and 4-day forecast will appear.
2. Touch **[Local Radar]** for a weather radar view of your location.
3. Touch the **[Location]** button to view weather for different locations.



## Information, Media & Entertainment

Glanceable, customizable information.

### Clock

Displays the time in full screen.

1. Touch the **[Clock]** App.
2. Touch **[+]** to add seconds to the digital time display.
3. Touch **[Analog]** to change to an analog clock.



### Editing Touch Screen Controller Apps

Several Touch Screen Controller Apps have the capability to be configured.

1. Using your Touch Screen Controller, click on the App you wish to configure (please note: not all Apps are configurable).
2. Click the settings icon in the upper right corner.
3. Configure your App.

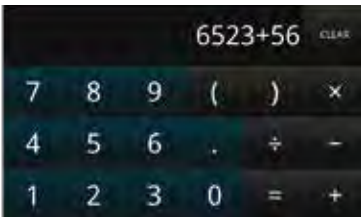
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Touch Screen Controller



**Word of the Day**  
Displays the word of the day and its definition.



**Calculator**  
Basic mathematical functions similar to handheld or desktop calculators.



**Sudoku**  
Challenge your mind and have fun at the same time.  
1. Touch the **[Sudoku]** App.  
2. Choose the level of difficulty — easy, medium or hard.  
3. Play game.

02 //  
KEYCHAIN REMOTE


The wireless keychain remote gives you additional access to your system, enabling you to:

- Check the current system status (armed, disarmed or not ready).
- Arm the system in **[Arm Away]** mode or **[Arm Stay]** mode.
- Disarm the system before entering the premises.
- Send an audible panic alarm for police assistance.






### Checking System Status

1. Press the  button to light the LED to show the current status of the security system.
2. The LED flashes red once to indicate that it has contacted the system, then:
  - Lights green for 3 seconds if the system is disarmed.
  - Lights red for 3 seconds if the system is armed.
  - Lights orange for 3 seconds if the system is not ready to be armed (for example, a door is open).



### Disarming the System

Before entering the premises in armed state, press the  button for about 2 seconds to disarm the system without entering the premises.


*The LED flashes green once to indicate that it has contacted the system, then lights green for 1 second indicating that the system is disarmed.*

### Arming the System

From the Keychain Remote, you can arm your system in **[Arm Away]** or **[Arm Stay]** mode (**[Arm Night]** mode must be activated from the Touch Screen Controller or Subscriber Portal).




#### Arm Away

Press the  button for about 2 seconds to arm the system in **[Arm Away]** mode (the home is unoccupied).

*The LED flashes red once to indicate that it has contacted the system, then lights red for 1 second. The exit delay starts.*




#### Arm Stay

Press the  button for about 2 seconds to arm the system in **[Arm Stay]** mode (there are still people on the premises).

*The LED flashes red once to indicate that it has contacted the system, then lights red for 1 second. The exit delay starts.*



### Sending an Emergency Police Alarm

Press and hold the  button for 3 seconds to send an audible alarm to central monitoring for police assistance. The LED flashes orange to indicate that the alarm has been sent. Additionally, contact persons will receive email and SMS notifications if the system is configured to do so.



## 03 // WEB ACCESS

Access your interactive home security system through your personal, secure Web page. Check the status of your home, arm and disarm your system, see live video of your home, view video clips and pictures, change settings and much more, from anywhere you have Internet access.

### Signing In

To sign in to the Subscriber Portal:

1. In a Web browser, go to [xfinity.com/xhspportal](http://xfinity.com/xhspportal) to access your Subscriber Portal.
2. Enter your comcast.net Username and Password.

### Website Summary Tab

The Summary tab provides a snapshot overview of your entire system. From this page, you can view general status information about your home and security system, and access various tabs to change system settings.

The screenshot shows the XFINITY HOME website interface. The following tools are highlighted with pink lines and labels:

- Toolbar**: Points to the top navigation bar.
- Security Status Header**: Points to the 'Disarmed - Press to Arm' status bar.
- Zone Activity Tool**: Points to the 'Zone Activity' section showing 'Front Door' and 'Back Door' status.
- Cameras Tool**: Points to the 'Cameras' section showing live video feeds.
- Saved Pictures and Videos**: Points to the 'Saved Pictures and Videos' section showing thumbnails of saved media.
- Thermostats Tool**: Points to the 'Thermostats' section showing the current temperature and settings.
- Lights Tool**: Points to the 'Lights' section showing the status of 'Living Room Lamp' and 'Entryway Lamp'.
- History Tool**: Points to the 'History' section showing a log of system events.

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14



Security

Indicates the overall status of your security system.

To disarm the system:

1. Click the Security Status header when it is in the Armed state.  
Or select **[Security > Disarm]** on the toolbar.
2. Enter your 4-digit access code, and click **[Disarm]**.



To arm the system:

1. Click the Security Status header when it is in the Disarmed state.  
Or select **[Security > Arm]** on the toolbar.
2. If any security zones are currently faulted, preventing the system from being armed, you must click the **[Turn Zone Off]** button for that zone before arming the system.
3. Select the arming mode.
  - **Arm Stay** — There are still people on the premises.
  - **Arm Away** — Everyone is leaving the house.
  - **Arm Night** — Everyone is going to bed. This mode works the same as Arm Stay except that there is no entry delay period. If an entry/exit zone is opened, an alarm sounds immediately.
4. Enter your 4-digit access code.
5. Click **[Arm Now]**.



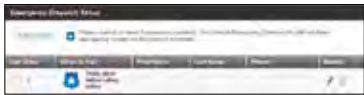
Managing Keypad Codes

Keypad codes are used to arm or disarm the system. Multiple keypad codes can be assigned to track who enters and leaves the premises. To manage keypad access codes, select **[Security > Keypad Access Codes]** on the toolbar and add a new access code or modify current access codes.



Managing Security Zones

To manage Security zones, select **[Security > Security Zones]** on the toolbar. From this screen you can modify the names of the zones used by the Subscriber Portal and turn zones Off and On.



Setting Up Your Emergency Contacts

The Emergency Dispatch contacts are the people contacted by a call center when an alarm is tripped. To manage Emergency Dispatch contacts, select **[Security > Emergency Dispatch Setup]** on the toolbar.



Cameras

Displays live video and enables you to capture still pictures or video clips from cameras installed in your home.



## Viewing & Capturing Live Video & Snapshots

To view live video from the cameras attached to your system and take snapshots or videos, click **[View Live Video]** or click **[Cameras > Live Video]** on the toolbar.

One of the cameras is displayed as live video. The other camera views (not live video) are arrayed above it.

1. Click an image above the video to view live video from each camera.
2. To take a snapshot with the currently selected camera, click **[Take Picture]**.
3. To take a video clip (about 15 seconds) with the currently selected camera, click **[Take Video Clip]**.
4. To delete snapshots or video clips, select one or more check boxes and click the trash can.



## Viewing Captured Images

To view captured images:

1. Select **[Cameras > Saved Pictures and Videos]** on the toolbar. The Saved Pictures screen is displayed listing the pictures captured manually and automatically (during alarm events).
2. Click on an image to view the images captured in the manual or automatic session.
3. Images that were captured automatically during an alarm have an ALARM button next to the image thumbnail and display the security zone that caused the images to be taken.
4. Images that were captured manually have a camera icon next to the image thumbnail.
5. To delete images, select the check box for each captured image and click the trash can.

## Managing Thermostats

The current states of your thermostats are displayed on the Main Screen. To manage your thermostats:

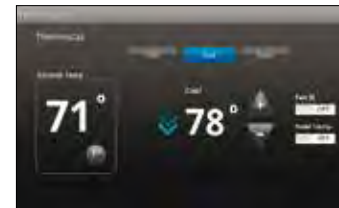
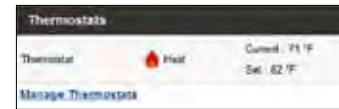
1. On the Main Screen, in the Thermostats tool, click **[Manage Thermostats]**.

OR

On the toolbar, click **[Thermostats > Thermostats]**.

The current temperature appears on the left of the screen. The unit of measure button on the right indicates whether the temperature is displayed in Fahrenheit or Celsius.

2. You can click the unit of measure button to toggle the display between Fahrenheit or Celsius.
3. On the top of the screen, you can click **[Cool, Heat or Off]** to set the mode.
4. You can click **[Fan]** to turn on the fan continuously, regardless of whether the heat or air conditioning is active. Click **[Fan]** again to change it back to Auto, so the fan comes on only when the heat or air conditioning is active.
5. You can click **[Hold]** to maintain the mode and temperature settings and ignore any programming configured on the thermostat device.



## Managing Lights

The current state of your light settings is displayed on the Main Screen. To manage your lights:

On the Main Screen, in the Lights tool, click **[Manage Lights]**.

OR

On the toolbar, click **[Lights > Lights]**.

In the Lights tool, you can turn the lights on or off and set dimming percentage.





## Viewing History Reports

You can view reports of events based on a variety of criteria:



- All history (with tools to filter your results).
- Alarms.
- System arming or disarming events.
- System trouble events.
- Security zone activity.
- Events occurring in the previous 24 hours.

Select **[History > Last 24 Hours]** on the toolbar to view the respective report.



## Managing Contacts

Contacts are the persons available to receive SMS or email communications from your system. These are different from your Emergency Dispatch Contacts.

1. In the **[Rules]** tab, click **[Contacts for Rules]**.
2. Click **[Add Contact]** to add a new contact.
3. Click  to modify a contact.
4. Click  to remove a contact from the list.



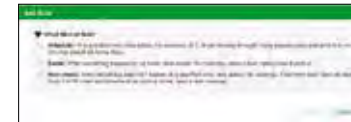
## Managing Rules

The rules are flexible methods for generating a variety of system actions (such as sending an SMS or turning on a light) whenever something else happens under (potentially) very specific circumstances.

To manage rules, click **[Rules]** on the toolbar. The Rules screen is displayed.

To add a rule, click **[Add Rule]** and determine which type of rule you'd like to configure:

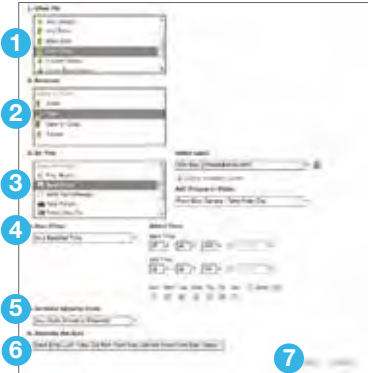
- **Schedule** — Actions occur regularly at specified times, dates and date ranges without regard to an additional event.
- **Event** — Actions occur when a specified event occurs at a security zone (door, window, motion detector, smoke alarm, etc.).
- **Non-event** — Actions occur when an expected event does not occur at a security zone. For example, send an SMS notification if the front door does not open between 3:30pm and 5pm on Monday through Friday when the kids are expected home.





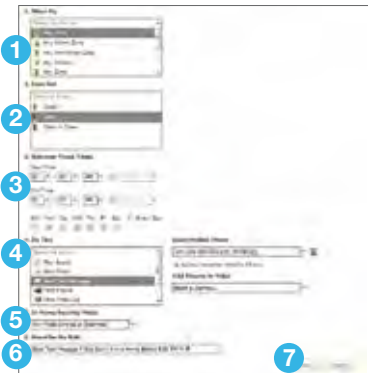
To set a schedule rule:

1. Determine the start time for your schedule. Check the box if you would like to add an end time.
2. Determine if you want the schedule to repeat during the set times and then click the applicable days.
3. Determine the action the rule will take. Depending on the action, you may have additional items to select.
4. Select the arming mode the rule applies to.
5. Describe the rule.
6. Click **[Save]**.



To set an event rule:

1. Select a specific security zone that will trigger the action, or select the entire system.
2. Determine what happens at the security zone or the security system to trigger the action.
3. Select the action the rule will take. Depending on the action, you may have additional items to select.
4. Determine the time range and days of the week when the rule is applicable. You can select **[Any Time]** to have the rule apply whenever the selected event occurs.
5. Select the arming mode the rule applies to.
6. Describe the rule.
7. Click **[Save]**.



To set a non-event rule:

1. Select a specific security zone to monitor.
2. Determine the event that fails to occur during the specified time range.
3. Determine the time/day range when the rule is applicable.
4. Select the action the rule will take if the specified conditions are met. Depending on the action, you may have additional items to select.
5. Select the arming mode the rule applies to.
6. Describe the rule.
7. Click **[Save]**.

Managing Touch Screen Controller Apps

You can manage which Apps are displayed on your Touch Screen Controller, configure them and determine how they are displayed only from the Subscriber Portal.

Click **[Apps]** on the toolbar.

The Apps at the top of the screen are those available to be added. The apps displayed in the Touch Screen Controller image below are currently active. The Apps are positioned in the image just as they are on the actual Touch Screen Controller.

*Note: Click the arrows on either side of the Apps to scroll through them.*



From the Manage Apps Screen you can:

- Add or remove Apps to and from the Touch Screen Controller.
- Modify how the Apps work.
- Reposition how the Apps are displayed on the screen.

Security, Settings and Camera Apps cannot be moved, configured or removed.

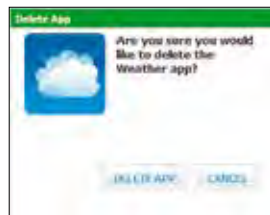


Adding Touch Screen Controller Apps

1. Click on the Touch Screen Controller App you want to add to display a dialog.
2. Click **[App]**.

The Subscriber Portal pushes the App to the Touch Screen Controller. An “updating” message is displayed while the App is being added.





### Deleting Touch Screen Controller Apps

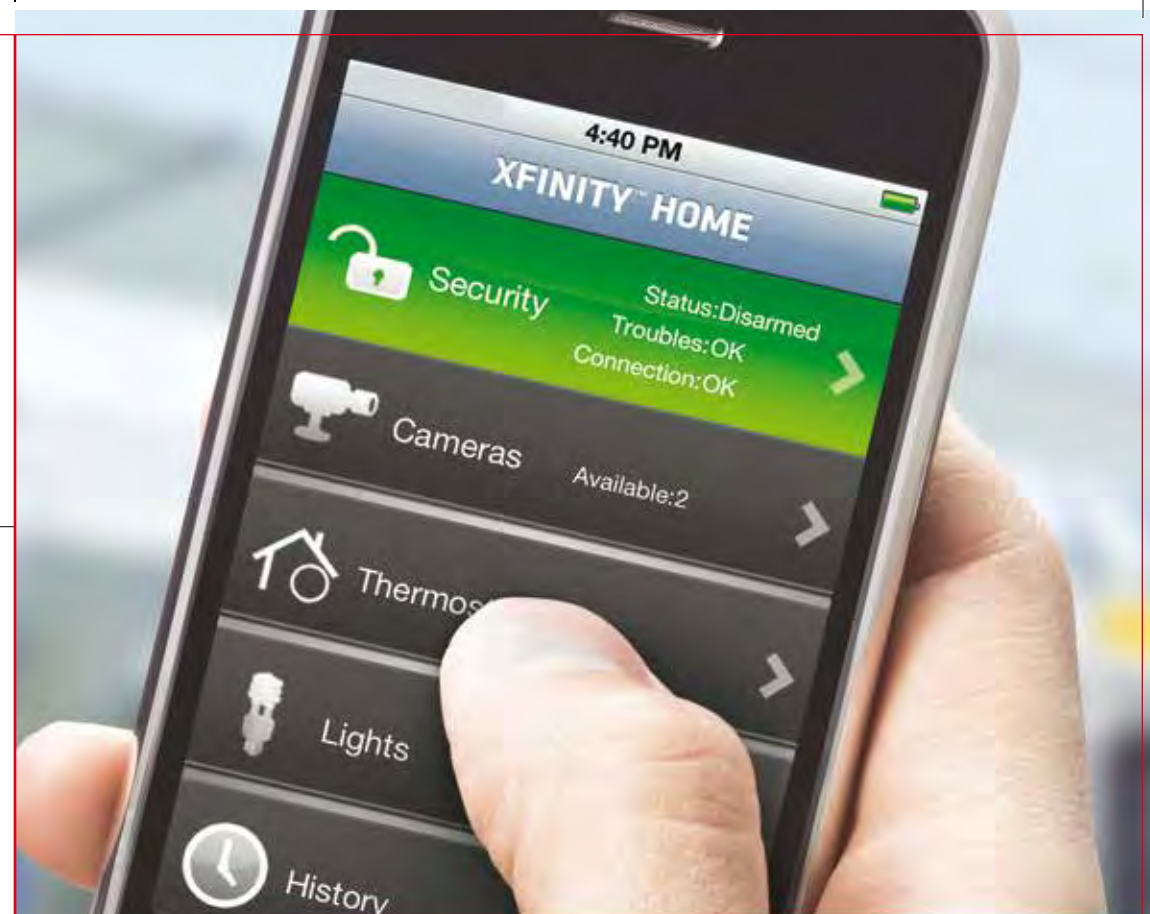
1. From the Manage Apps screen, hover your cursor over the App. A label is displayed over the App.
2. Click **[Delete]**.  
A confirmation dialog is displayed.
3. Click **[Delete App]**.

### Repositioning Touch Screen Controller Apps

You can change the order in which Apps are displayed on the Touch Screen Controller. All Apps, except the Security, Settings and Camera Apps, can be moved to your preferred location.

1. Click **[Reposition Apps]** to rearrange the Apps.
2. Drag and drop the Apps to the preferred location on the Touch Screen Controller.
3. When all the Apps are repositioned to your satisfaction, click **[Update]**.

The Apps have been updated and the new App locations have been pushed to the Touch Screen Controller.



## 04 // MOBILE ACCESS

The App allows you to access a core set of security system functions using your iPhone®, iPod touch®, iPad® or Android™ mobile device. The App contains only the essential functionality available through Web access.

To launch the App, tap the XFINITY™ Home icon on the Home Screen of your iPhone®, iPod touch®, iPad® or Android™ mobile device.

*Note: This App requires your mobile device to be connected to the Internet.*

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Home Screen

The Home Screen gives you one-touch access to all XFINITY™ Home features.



Arm



Disarm



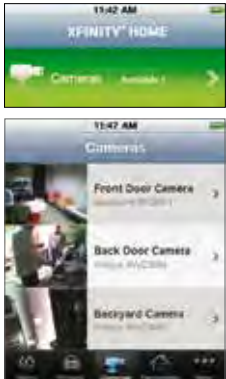
Security

To arm your security system:

1. On the Home Screen, tap **[Security]**.
2. To bypass any Home Security Zone, tap the respective zone and use the On/Off toggle.
3. On the Security screen, tap **[Disarmed — Press to Arm]**.
4. Tap **[Arm Stay]** to arm the sensors on your doors and windows with a 30-second entry delay, or **[Arm Night]** with no entry delay. Or select **[Arm Away]** to include the motion detectors.
5. Enter your 4-digit access code to arm the system.
6. Once activated, your system will arm in a few seconds and indicate the new status.

To disarm your security system:

1. On the Home Screen, tap **[Security]**.
2. On the Security screen, tap **[Armed Stay — Press to Disarm]**.
3. Enter your 4-digit access code to disarm the system.



Cameras

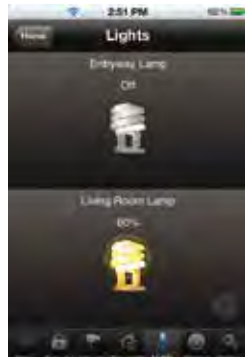
To view live video from your cameras:

1. On the Home Screen, tap **[Security]**.
2. From the list, tap the camera you'd like to access.  
The most recent captured image will appear.
3. Tap **[Video]** to view live video.



To view captured video clips or pictures from your cameras:

1. On the Home Screen, tap **[History]**.
2. Use the menu at the top of the screen to filter the history:
  - All — View images captured manually from the Subscriber Portal or as a result of a schedule rule configured in the Subscriber Portal.
  - Alarm — View images captured as part of an alarm.
  - Arm — View images captured as part of an arming event.
  - Zone — View images captured as part of a zone event.
3. Tap the listing to view the captured images.



## Lights

The Lights Screen lists all of the lights connected to your system via the plug-in modules.

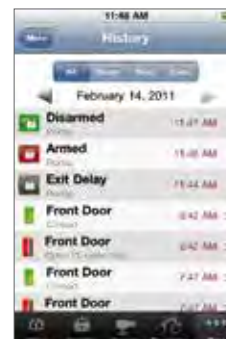
1. On the Home Screen, tap **[Lights]**.
2. If the light is **[Off]**, tap the light to turn it **[On]**.
3. If the light is **[On]**, tap the light to turn it **[Off]**.
4. If the light includes the dimmer function, you can adjust its brightness by tapping the gear icon and then one of the boxes on the right. Tap the top boxes to make the light brighter. Tap the lower boxes to make the light dimmer.



## Thermostats

The Thermostat Screen lists all of the installed thermostats at your site.

1. On the Home Screen, tap **[Thermostats]**.
2. Tap the name of any thermostat to control that thermostat.
3. Tap **[OFF]** to turn off the thermostat.
4. Tap **[COOL]** to set the thermostat to Cool mode.
5. Tap **[HEAT]** to set the thermostat to Heat mode.
6. Tap the + to increase the temperature. Tap the - to decrease the temperature.



## History

View a log of events that have occurred in the system.

1. On the Home Screen, tap **[History]**.
2. Choose to view a history of recent events based on the following criteria:
  - All — All logged events.
  - Alarm — Alarm events.
  - Arm — Arm/Disarm events.
  - Zone — Events related to security zones.

## Browser Requirements

The Subscriber Portal supports the following browsers:

- Internet Explorer® 7.0 or later
- Mozilla Firefox® 3.6 or later

Adobe® Flash® is required.

## Notes

[illegible]

**QUESTIONS?** [customer.comcast.com/help-and-support/home-security](http://customer.comcast.com/help-and-support/home-security) 30



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